



# Notice of Price Agreement Award

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Printed: 7/17/2006

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
CAPITOL HILL  
PROVIDENCE RI 02908

V E N D O R	LANGUAGE LEARNING ENTERPRISES INC 1627 K ST NW WASHINGTON DC 20006	INTERPRETING SERVICES	
		Award Number <b>68M00352963</b>	Effective Period: <b>7/1/06 - 6/30/09</b>

S H I P T O	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA	Date: 07/13/2006 Buyer: JEROME MOYNIHAN Shipping: F.O.B., Destination Terms: Net 30	I N V O I C E	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA

Department		Bid Number	Requisition Number
ADMINISTRATION		MPA-54	B06251
Item		Unit	Unit Price
	<p>7/1/06 - 6/30/09 RENEWABLE TWO (2) ADDITIONAL YEARS</p> <p>MASTER PRICE AGREEMENT #54</p> <p>THIS IS A NOTICE OF AWARD, NOT AN ORDER. Any quantity reference in the agreement or in the bid preceding it are estimates only and do not represent a commitment on the part of the state to any level of billing activity, other than for quantities or volumes specifically released during the term. No action is to be taken except as specifically authorized, as described herein under AUTHORIZATION AND RELEASE.</p> <p>ENTIRE AGREEMENT - This NOTICE OF AWARD, with all attachments, and any release(s) against it shall be subject to: (1) the specifications, terms and conditions set forth in the Request/Bid Number cited herein, (2) the General Terms and Conditions of Contracts for the State of Rhode Island and (3) all provisions of, and the Rules and Regulations promulgated pursuant to, Title 37, Chapter 2 of the General Laws of the State of Rhode Island. This NOTICE shall constitute the entire agreement between the State of Rhode Island and the Vendor. No assignment of rights or responsibility will be permitted except with the express written permission of the State Purchasing Agent or his designee.</p> <p>CANCELLATION, TERMINATION and EXTENSION - This Price Agreement shall automatically terminate as of the date(s) described under CONTRACT PERIOD unless this Price Agreement is altered by formal amendment by the State Purchasing Agent or his designee upon mutual agreement between the State and the Vendor.</p> <p>STATEWIDE APPLICABILITY - Political Subdivisions (cities, towns, schools, quasi-public agencies), as authorized by law, may participate in this Agreement. All ordering and billing shall be between the vendor and the political subdivision (only).</p>		

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us). Delivery of goods or services as described herein shall be deemed acceptance of these requirements.

COPY

STATE PURCHASING AGENT/DESIGNEE



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	<p>REPORTS - The Vendor agrees to provide the State with quarterly reports describing activity against this Price Agreement. If this is a Master Price Agreement, such reports shall include usage by municipalities, quasi-public agencies, schools, etc. All reports shall contain the following data: (1) Billing volume in dollars and (2) quantity shipped for each line item in the price agreement. When there are no line items in the price agreement, vendor shall report volume by catalog order numbers, with a brief description of each order number.</p> <p>Reports must be submitted to the RI Division of Purchases to the attention BUYER named in this notice, identifying the Agreement number and the Reporting Period. Quarterly reports shall be due 45 calendar days after the end of each quarter. Failure to submit required reports shall be considered a breach of the contractor's obligations and may be considered, at the discretion of the State Purchasing Agent, sufficient cause for the termination of the agreement and other outstanding agreements and orders, and possible suspension from participation in additional State procurements.</p> <p>AUTHORIZATION AND RELEASE. In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency.</p> <p>A Direct Purchase Order (DPO) shall be created by the agency listing the items ordered, using the pricing and format set forth in the Master Blanket. All pricing shall be as described in the Master Blanket and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected in Master Blanket.</p>		

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Department		Bid Number	Requisition Number
ADMINISTRATION		MPA-54	B06251
Item		Unit	Unit Price
1.0	<p>THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.</p> <p>THIS PURCHASE ORDER IS AWARDED SUBJECT TO EQUAL OPPORTUNITY COMPLIANCE.</p> <p>INTERPRETING SERVICES - PAID AT \$1.00 ALLOWABLE COST.</p> <p>SEE ATTACHED PRICING.</p> <p>EVERY PERSON OR BUSINESS ENTITY PROVIDING GOODS OR SERVICES AT A COST OF \$5000 CUMULATED VALUE IS REQUIRED TO FILE AN AFFIDAVIT REGARDING POLITICAL CAMPAIGN CONTRIBUTIONS WITH THE RI STATE BOARD OF ELECTIONS EVEN IF NO REPORTABLE CAMPAIGN CONTRIBUTIONS HAVE BEEN MADE. (RI GENERAL LAW 17-27) FORMS OBTAINED AT BOARD OF ELECTIONS, CAMPAIGN FINANCE DIVISION, 50 BRANCH AVENUE, PROVIDENCE, RI 02904 (401-222-2056).</p> <p>DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY. PAYMENTS WILL BE AUTHORIZED UPON SUBMISSION OF PROPERLY RENDERED INVOICES NO MORE THAN MONTHLY TO THE RECEIVING AGENCY. ANY UNUSED BALANCE AT END OF BLANKET PERIOD IS AUTOMATICALLY CANCELLED.</p> <p>VENDOR TELEPHONE: 202-775-0444 VENDOR FAX: 202-785-5584</p>	EA	1.00

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LLE-LINK operates dual data centers in a real-time mirror. Calls are routed and processed in a load balanced capacity across both data centers. In the event of emergency, each data center is capable of handling 100% of all call traffic.

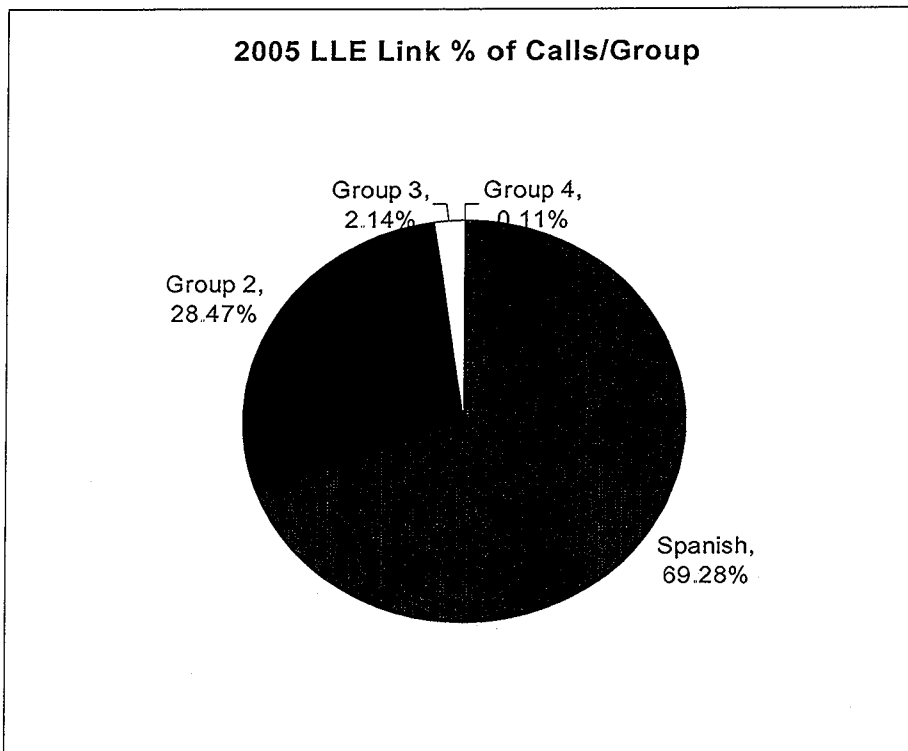
## V. OUTLINE OF LLE SERVICES

As stated earlier, LLE is a comprehensive language services company, thus we are capable of providing a wide variety of language services including services that fall outside of traditional telephonic interpretation services. LLE also provides upon request the following additional services:

- ◆ Document Translation
- ◆ Language Assessment Services
- ◆ Language Instruction Services, and
- ◆ On-Site Interpretation Services

We provide these services in all of the 150+ languages that we provide for over the phone telephonic interpretation.

In 2005 **Spanish** accounted for 69.3% of LLE's total call volume. Another 28.5% of the calls were comprised of 38 languages including Albanian, Amharic, Arabic, Armenian, Bengali, Bosnian, Burmese, Cambodian, Cantonese, **(Haitian) Creole**, Danish, Farsi, French, German, Greek, Gujarati, Hebrew, Hindi, Hmong, Hungarian, Italian, Japanese, Korean, Lao, Mandarin, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Somali, Swedish, Tagalog, Taiwanese, Thai, Turkish, Urdu and Vietnamese. The remaining 2.2% span more than one hundred (100) languages, some of which are requested once or twice per year. In 2005 for example, LLE served 117 different languages, including Hakka, Chaldean, Tamil, Mongolian, Hausa and Macedonian.



**Spanish**



**Group 2:** Mandarin, Russian, French, Vietnamese, Korean, Cantonese, (Haitian) Creole, Japanese, Arabic, Italian, Portuguese, Polish, German, Somali, Farsi, Serbo-Croatian, Amharic, Armenian, Punjabi, Turkish, Romanian, Tagalog, Albanian, Thai, Loa, Danish, Burmese, Hindi, Bengali, Hebrew



**Group 3:** Greek, Gujarati, Cambodian, Urdu, Hungarian, Swedish, Hmong, Taiwanese, Swahili, Ukrainian, Dutch, Fulani, Indonesian, Finnish, Tigrinya, Kurdish, Czech, Bulgarian, Tamil, Sinhala, Fukienese, Pashto, Mongolian, Georgian, Norwegian, Flemish, Nepali, Hausa, Dinka, Assyrian, Ilocano, Mandingo, French (Canadian), Nuer, Lithuanian, Tonga, Acholi, Twi, Slovak, Afrikaans, Tibetan, Malaysian, Chaldean



**Group 4:** Hakka, Ibo, Malayalam, Wolof, Macedonian, Basque, Estonian, Oromifa, Azerbaijan, Krio, Kazakh, Tajik, Malagasy, Yoruba, Dari, Icelandic, Ewe, Fanti, Lingala, Zulu, Bosa, Ga, Latvian, Slovenian, Xhosa, Maban, Mali, Pulaar, Sara, Shona, Sousou, Trukese, Tshiluba, Visayan (Cebuano), Akan, Asanti, Kuru, Kyrgyz, Luganda, Marathi, Pangasinan, Shangzai, and all others

LLE is prepared to provide on-demand and scheduled telephonic interpretation services in 150+ foreign languages and dialects, to the Rhode Island Department of Administration or any other entities that chose to ride off such a contract in accordance with the provisions and requirements outlined in the RFP and Master Agreement.

## VI. PRICING OF SERVICES

ITEMIZATION	PRICE	COMMENTS/DESCRIPTION
One-time-start-up fees		
Additional Access codes (To track calls by location)	\$0.00 per account \$0.00 per access code	Waived Waived
<b>Telephonic Interpretation</b>	Flat Rate:  <b>\$1.15 per minute</b> (for base year and all option years)	<ul style="list-style-type: none"> <li>• 24 x 7 x 365</li> <li>• 150+ languages</li> <li>• One rate regardless of volume Language &amp; time of day</li> <li>• NO set-up charge</li> <li>• NO monthly minimum</li> <li>• NO monthly service charge</li> <li>• NO additional access code charge</li> </ul>

### Document Translation

Category I Languages - Italian, French, German, Portuguese, Spanish (to or from English)		
TASK CATEGORY	Standard Translation	Premium Translation
	Discounted Government Rate	Discounted Government Rate
General	\$.183/word	\$.212/word
Technical	\$.190/word	\$.218/word
Formatting	\$52.00/hour	\$52.00/hour
Typesetting	\$19.70/page	\$19.70/page
Transcription	\$44.30/hour	\$44.30/hour
Minimum Fee (300 words or less)	\$56.80	\$61.50



<b>Category II Languages</b> Albanian, Bulgarian, Croatian, Czech, Dutch, Finnish, Greek, Hebrew, Hungarian, Polish, Russian (to and from English)		
TASK CATEGORY	Standard Translation	Premium Translation
	Discounted Government Rate	Discounted Government Rate
General	\$.205/word	\$.232/word
Technical	\$.215/word	\$.242/word
Formatting	\$54.10/hour	\$53.80/hour
Typesetting	\$19.70/page	\$19.70/page
Transcription	\$54.10/hour	\$54.10/hour
Minimum Fee (300 words or less)	\$66.30	\$71.00

<b>Category III Languages</b> Arabic, Farsi, Japanese, Chinese, Korean, Vietnamese & other Asian Languages (to or from English)		
TASK CATEGORY	Standard Translation	Premium Translation
	Discounted Government Rate	Discounted Government Rate
General	\$.246/word	\$.281/word
Technical	\$.256/word	\$.291/word
Formatting	\$61.60/hour	\$61.60/hour
Typesetting	\$33.10/page	\$33.10/page
Transcription	\$73.90/hour	\$73.90/hour
Minimum Fee (300 words or less)	\$75.80	\$80.50

<b>Category IV Languages</b> Amharic, Hmong, Somali, Tagalog & other less common languages and dialects (to or from English)		
TASK CATEGORY	Standard Translation	Premium Translation
	Discounted Government Rate	Discounted Government Rate
General	\$.350/word	\$.379/word
Technical	\$.370/word	\$.398/word



Formatting	\$61.60/hour	\$61.60/hour
Typesetting	\$34.40/page	\$34.40/page
Transcription	\$94.70/hour	\$94.70/hour
Minimum Fee (300 words or less)	\$94.70	\$99.50

(\*) **Standard Translation** - The document is translated by one professional native translator proofing himself/herself. This type of translation is ideal for in-house purposes.

(\*\*) **Premium Translation** - A team of one native professional translator and one proofreader is engaged for this type of translation. The proofreader checks the document not only for spelling and grammatical mistakes but also to make certain that the translation conforms to the original in tone, and content, and that it consistent throughout (this is especially important on large projects where more than one translator may be used. This type of translation is used for external documents used for information dissemination, training, marketing, etc.

## VII. CONCLUSION

LLE is a privately held, woman-owned small business, headquartered in Washington, D.C., whose product is top quality language services. We look forward to the opportunity to support the state of Rhode Island with on-demand telephonic interpretation services, in addition to document translation services to facilitate communication with the government and the LEP population that it comes into contact with.

### LLE-LINK®'s competitive advantage rests in three areas:

- ◆ the linguistic skill and professionalism of its interpreters;
- ◆ its cutting-edge technology; and
- ◆ the full commitment of management to client satisfaction.

As a company, LLE stands ready with the expertise and commitment necessary to provide the high-quality professional service that the city requires.

This proposal has endeavored to address all of the issues posed in this solicitation. Nevertheless, if any element needs further clarification, LLE will be happy to oblige by augmenting this proposal as necessary. Please contact James Baucom at 888-464-8553, ext. 227 or [jbaucom@lle-inc.com](mailto:jbaucom@lle-inc.com), or in his absence Heidi Lacy, at the same phone number, ext. 224 or [hlacy@lle-inc.com](mailto:hlacy@lle-inc.com).

*Thank you for your consideration!*